



COUNTY OF LOS ANGELES

CHIEF INFORMATION OFFICE


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CHIEF INFORMATION OFFICER

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June 30, 2004

To: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina, Chair Pro Tem
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

From: Jon W. Fullinwider 
Chief Information Officer

Subject: **INFORMATION TECHNOLOGY OPTIMIZATION WORK GROUP - STATUS**

As directed by your Board, the Chief Information Office commenced a project to organize and lead a public-private work group to assess and make recommendations to improve the County's effectiveness and efficiency in the use and application of Information Technology (I/T) in supporting the County mission. This memo provides you with a status of our organizational activities to date.

The I/T Optimization Work Group is comprised of three teams:

- County I/T Management (I/T Managers from representative departments);
- County Management (Executive Managers); and
- Non-County (private sector) Management

These teams will lead the I/T optimization effort in order to identify and determine the potential benefits to be derived from specific I/T optimization initiatives, the actions that would need to be taken, and the investments and timeframes to realize the benefits. The specific members of the three teams are identified on the attachment and staff of the Chief Information Office will provide support to the work group and individual teams.

As previously reported, on April 19, 2004, the CIO conducted the I/T Optimization Assessment Kick-Off Meeting with the County management teams. The meeting entailed review of the Board's motion and background on the County's past I/T optimization activities, potential areas of focus, project organization and project timeframe. The majority of the discussion centered on areas of focus for the study which may include:

- Infrastructure, Enterprise Network, data centers
- Server consolidation
- Service centers
- Procurement and contracting
- Standards, e.g., PC standards for cost savings
- PC procurement on an enterprise level
- Core competencies
- Training
- In-sourcing and sourcing, e.g., PC LAN support, hiring County staff rather than outsourcing functions
- Human Resources – automation of job applications and benefits to be gained from employee self service; classifications
- Project resources
- Changing the mindset in the County as to what the “value” of I/T may be
- Cost savings into the ITF fund with governance over budget/expenditures

The team also discussed:

- Depth and breadth of Final Report with measures of success/performance metrics; and
- What are the envisioned next steps following the completion of the study (e.g., on-going efforts, governance structure).

Our next meeting was a working session with the County Technical Team and representatives from the Non-County business partner team on Monday, June 14, 2004. During this meeting we developed a more refined portfolio of assessment opportunities to evaluate.

The County teams will identify data related to the identified areas of discussion that will be compiled by support staff. The collection of this data is intended to allow the full work group to make preliminary estimates of the potential impact of various strategies that will be discussed in future meetings. This approach will allow the work group to draw on the diverse experience of its members and to begin to rank some of the ideas and strategies offered in the meetings.

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We will provide you with an update on the work groups' activities and ranking of potential opportunities for the optimization of information technology, as identified and discussed in the work group meetings.

If you have questions or require additional information, please contact me at 213.974.2008.

JWF:JW:AM:ygd

Attachment

c: Department Heads
Information Systems Commission
Quality and Productivity Commission

**I/T Optimization Assessment
Management Teams**

Jon W. Fullinwider, Chair

County Technical Team

<u>Name</u>	<u>Department</u>
Captain William Bengston	Sheriff Department
Gloria Cuevas	Department of Public Social Services
Ali Farahani	Probation Department
Mark Gascoigne	Internal Services Department
Diane Lee	Department of Public Works
Mary Morgan	Department of Health Services
Janette Parker	Fire Department
John Ruegg	Information Systems Advisory Board
Glenn Shaw	Auditor
Leo Yu	Children and Family Services

County Management Team

<u>Name</u>	<u>Department</u>
Chief Mike Aranda	Sheriff Department
Philip Browning	Child Support Services
Dr. Jeff Guterman	Department of Health Services
Sharon Harper	Chief Administrative Office
Michael J. Henry	Department of Human Resources
Dave Lambertson	Internal Services Department
J. Tyler McCauley	Auditor-Controller
Jim A. Noyes or Don Wolfe	Department of Public Works
Susan Sterns	Department of Human Resources
Bryce Yokomizo	Department of Public Social Services

Non-County (Private Sector) Management Team

<u>Name</u>	<u>Organization</u>
Lawson Ellinor	Dell
Steve Andres	IBM
Don Born	Microsoft
Viggo Butler	Quality & Productivity Commission
TBD	Information Systems Commission
Peter Penfield	CISCO
Robert Schwandt	SBC